

Department of Community and Children's Services Housing Services

Jacquie Campbell

Assistant Director, Housing and Neighbourhoods



All Residents
Great Arthur House
Golden Lane Estate
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Date 10 March 2016

Dear Resident

Lift Number1 - Great Arthur House

As you are aware, one of the lifts in the block has been out of use for some time. I would like to apologise to all residents for the inconvenience this has caused.

The City of London has been working with the lift engineers to resolve this issue and return the lift to service. However due to the age of the lift, it has been difficult to obtain the required parts.

We have now been assured that the lift engineers have sourced the required parts and that the lift should be returned to service within the next few days.

As you know, the City of London is currently undertaking a lift renewal/refurbishment programme across their estates. If all goes to plan, work on the lifts at Golden Lane will commence towards the end of 2016. We are hoping that the lifts in Great Arthur House will be amongst the first lifts to have work undertaken.

Residents will be kept updated through regular bulletins and our Facebook page.

Should you wish to discuss this matter, please do not hesitate in contacting me at the estate office.

Once again, please accept my apologies for any inconvenience caused.

Yours sincerely

Ian Dowsett
Estate Officer